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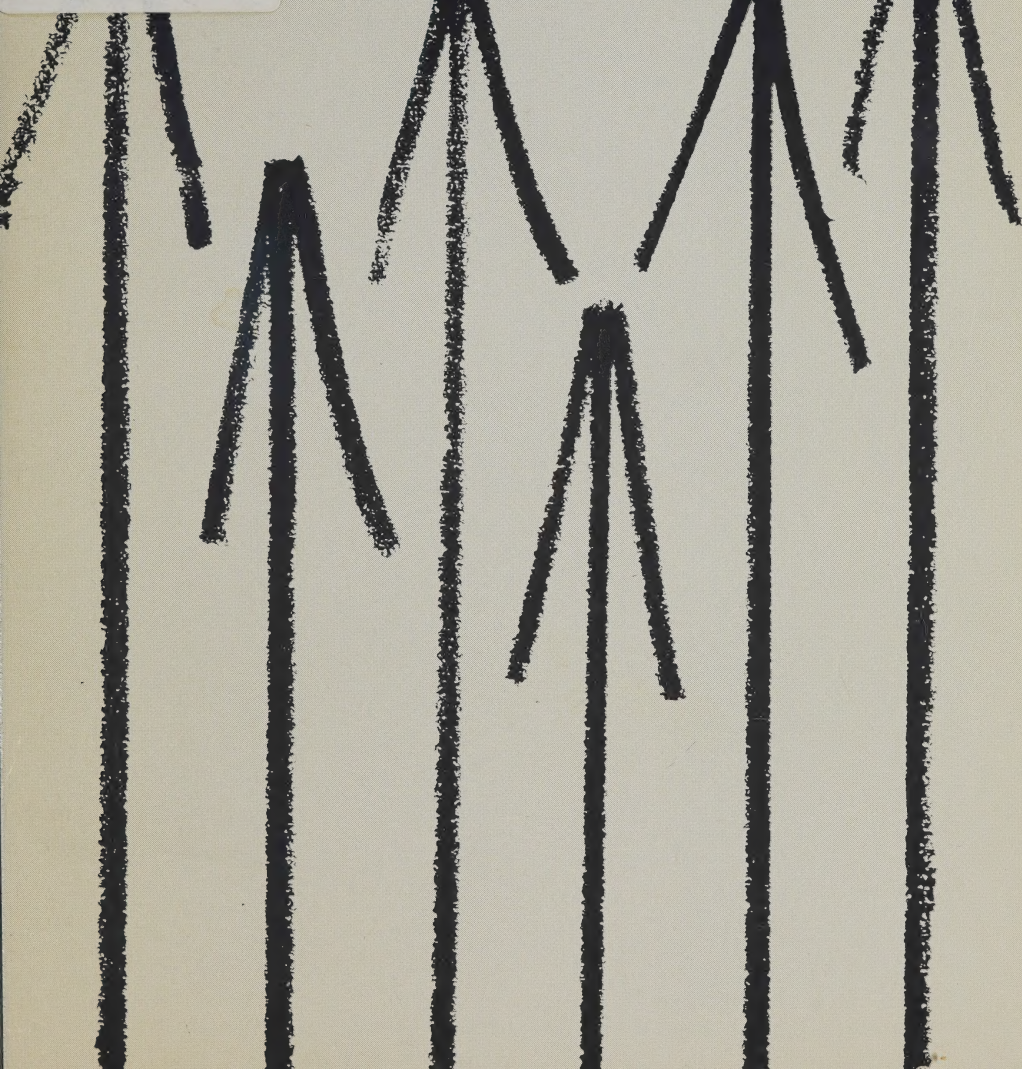
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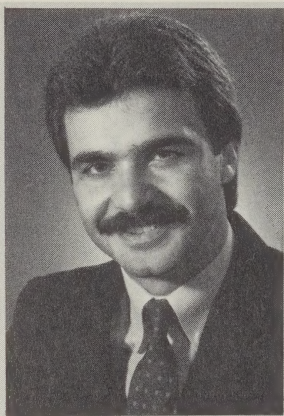
Ontario Government Programs & Services  
for Disabled Persons

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This new edition of the "Guide for Disabled Persons to Ontario Government Programs and Services" offers up-to-date information on the many programs and services available and how to contact the specific ministry or agency.

I hope the assistance provided by the Ontario government encourages more disabled persons to participate fully in the life of their communities. Ontario has joined the United Nations in declaring this the Decade of Disabled Persons. We have made a commitment to work towards independence for and integration of disabled persons. This Guide with its extensive information listings is a practical component in our drive to bring this goal closer to reality.

A handwritten signature in dark ink. The signature is stylized, with the first name 'Remo' and the last name 'Mancini' clearly visible. The ink is dark and the signature is written in a cursive style.

Remo Mancini  
Minister Responsible for Disabled Persons

# *Changes from The Ministry of Community and Social Services*

Page	Please change	to
21	physically handicapped (paragraph 2)	disabled
45	<u>see</u> Work Incentive Program (WIN) (paragraph 1) for up to two years	delete
46	<u>see</u> Family Benefits Allowance GAINS D (paragraph 2) delete after first sentence	substitute: There are prescribed limits to asset levels. Payment received from the sale of an asset is considered income unless the proceeds are used for the purchase of a principal residence or are otherwise deemed to be necessary for the health and welfare of a beneficiary. This requires advance approval by an Area Manager.
46	<u>see</u> Supplementary Aid (paragraph 1)  protheses	protheses  after the word "eligible", add: under Supplementary Aid or Special Assistance.

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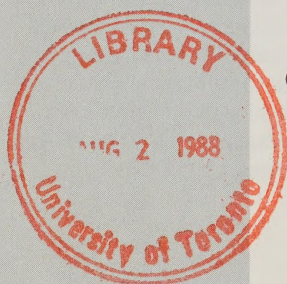


*Changes from  
The Ministry of  
Community and  
Social Services*

Page	Please change	to
52	Community Mental Health Services (left column heading)	Services for Emotionally Disturbed Children and Youth
52	Children's Mental Health Centres	Approved agencies
53	<u>see</u> Handicapped Children's Benefits (paragraph 2)	replace paragraph 2 with the following: Children under the age of 18 with a severe handicap which results in a functional loss may be eligible. The amount of cash benefit is based on the extraordinary costs associated with the handicap and the family's financial circumstances.

Correct telephone numbers are:

61	Hamilton	(416) 521-7280
	Kingston	(613) 545-0539
	North Bay	(705) 474-1519
	Ottawa	(613) 234-1188
	Peterborough	(705) 742-9292
63	Barrie	(705) 737-1311
	Mississauga	(416) 897-3100
	Peterborough	(705) 742-9292



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## *Blind Persons Rights Act*

Enacted in 1976, the Act ensures rights of blind persons who depend on guide dogs to be granted entry to any place and provision of any services which are available to the general public. Simply stated it is against the law to discriminate against persons whose blindness makes them dependent on white canes or guide dogs.

Guide dog users living in Ontario carry identification cards which state the law. Visitors to the province will have a card identifying themselves and the guide dog. These cards will be shown on request and must be honoured.

For more information or to apply for an identification card, picturing the guide dog and blind owner, contact:

Ministry of the Attorney General  
Human Resources Branch  
14th Floor, 18 King Street East  
Toronto, Ontario M5C 1C5  
(416) 965-2552  
(Collect calls accepted from within Ontario.)  
(416) 965-6470 (TDD)

## *Libraries*

A provincial library services consultant is responsible for the promotion, development and enhancement of public library services for disabled persons in Ontario. This consultant deals directly with the Ontario Library Service area office and local libraries by providing information, consultation, and education assistance to library staff and trustees. The consultant also maintains liaison with other organizations that serve disabled persons and provides input for policy development.

For more information or assistance contact:  
Ministry of Culture and Communications  
Libraries and Community Information Branch  
3rd Floor, 77 Bloor Street West  
Toronto, Ontario M7A 2R9 (416) 965-2696  
(Collect calls accepted from within Ontario.)

## *The Arts*

Disabled patrons can check facilities at art galleries and theatres with the following organizations:

Ontario Association of Art Galleries  
439 Wellington Street West  
Toronto, Ontario M5V 1E7  
(416) 598-0714

Theatre Ontario  
344 Bloor Street West, 6th Floor  
Toronto, Ontario M5S 1W6  
(416) 964-6771

In the Toronto vicinity only, contact:

Toronto Theatre Alliance  
720 Bathurst St., Ste. 502  
Toronto, Ontario M5S 2R4  
(416) 536-6468

## *Museums*

A "Museums Note", detailing practical information on community museums and accessibility for the disabled visitor, is available from the Heritage Branch of the Ministry of Culture and Communications.

The primary objective of this publication is to familiarize museum staff with the needs and concerns of disabled persons, as identified within the museum context.

To receive a copy, contact:

Heritage Branch  
Ministry of Culture and Communications  
2nd Floor, 77 Bloor Street West  
Toronto, Ontario M7A 2R9  
(416) 965-3937  
(Collect calls accepted from within Ontario.)



## *Intervenor Services*

Co-operating with the Canadian National Institute for the Blind, the Ministry of Community and Social Services provides a variety of alternative communication methods to ensure deaf/blind adults have access to the widest possible range of information.

For additional information contact your nearest CNIB office, as listed in the telephone directory.

If there is not a CNIB office in your area, contact the nearest Ministry of Community and Social Services office listed in the back of this guide or the CNIB Toronto office:

Canadian National Institute for the Blind  
Deaf/Blind Services  
1929 Bayview Avenue  
Toronto, Ontario M4G 3E8  
(416) 480-7417 (Voice)  
(416) 480-7419 (TDD)

## *Interpreter Services*

Co-operating with the Ontario Association of the Deaf and the Canadian Hearing Society, the Ministry of Community and Social Services provides such services as language interpreters for profoundly deaf individuals.

For additional information contact any regional office of the Canadian Hearing Society listed in the telephone directory (TTY/TDD numbers are also listed).

If there is not a Canadian Hearing Society office in your area, contact the nearest Ministry of Community and Social Services office or the Society's Toronto office:

Canadian Hearing Society  
Interpreter Services  
271 Spadina Road  
Toronto, Ontario M5R 2V3  
(416) 964-9595 (Voice)  
(416) 964-0023 (TDD)

## *Office for Disabled Persons*

The Ontario Office for Disabled Persons has four primary responsibilities: public inquiry, promotion and awareness of the abilities of disabled persons, community liaison, and bringing the disability perspective to the policy making process.

The Office acts as a focal point to promote awareness of the government's programs and services and encourages responsiveness to the needs of the disabled community at the formulation stage of policy development.

For further information contact:

Ontario Office for Disabled Persons  
3rd Floor, 700 Bay Street  
Toronto, Ontario M5G 1Z6  
(416) 965-3165  
or 1-800-387-4456 (Voice/TDD)

## *Ontario Advisory Council for Disabled Persons*

The Ontario Advisory Council for Disabled Persons provides advice to the government on a wide range of matters pertaining to physically disabled persons. Members are appointed to Council across the province.

Council meets regularly in Toronto and holds meetings or public forums throughout the province and is always interested in hearing from groups or individuals representing those with physical disabilities.

Copies of the annual report and additional information on Council activities are available by contacting:

Ontario Advisory Council for Disabled Persons  
2nd Floor, 700 Bay Street  
Toronto, Ontario M5G 1Z6  
(416) 965-9537  
(Voice/TDD — collect calls accepted)



## *Consumer Information Centre*

The Consumer Information Centre at 555 Yonge Street in Toronto provides a wide range of informative and educational materials for consumers.

The Centre also makes information available to speech/hearing impaired persons through the use of a special telephone device (TDD). Fact sheets on basic buying skills adapted for developmentally handicapped persons are also available.

For further information, contact the Consumer Information Centre in person or by telephoning or writing:

Ministry of Consumer and Commercial Relations  
1st Floor, 555 Yonge Street  
Toronto, Ontario M7A 2H6

(416) 963-111 (Toronto area)  
1-800-268-1142  
(toll-free, excluding area code 807).

Residents in area code 807 call collect  
(416) 963-1111  
(416) 963-0808 (TDD)  
Collect calls accepted within Ontario.

## *Government Buildings*

Ontario government buildings are made accessible to disabled persons, where possible, through the provision of ramps, washroom facilities and other modifications.

Technical advice related to design features for disabled persons, in new building and existing facilities, is provided by the Office of Barrier Free Design.

Address inquiries and suggestions regarding the improvement of accessibility to:

Ministry of Government Services  
Design Services Branch  
Office of Barrier Free Design  
10th Floor, Ferguson Block, Queen's Park  
Toronto, Ontario M7A 2G3 (416) 965-2806

## *Public Buildings*

The Ontario Building Code is continually under review to help meet the needs of disabled persons.

The Code applies to new building and to extensions or material alterations to existing buildings. Some examples of these include auditoriums, churches, lecture halls, restaurants, banks, department stores, public service buildings and parking garages.

Office buildings must have accessible washrooms and recreation facilities must provide accessible locker rooms and showers.

For additional information, contact:

Ministry of Housing  
Buildings Branch  
2nd Floor, 777 Bay Street  
Toronto, Ontario M5G 2E5  
(416) 585-6657

To purchase copies of the Building Code contact:

Ministry of Government Services  
Publications Centre  
5th Floor, 880 Bay Street  
Toronto, Ontario M7A 1N8

(416) 965-6015 (Toronto area)

1-800-268-7450

(toll-free, excluding area code 807)

Callers in area code 807 should ask the operator for Zenith 67200.

or, in person at:

Ministry of Government Services  
Ontario Government Bookstore  
1st Floor, 880 Bay Street  
Toronto, Ontario M7A 1N8  
(416) 965-2054



## *Access Fund*

The Access Fund is a grants program for non-profit community groups who wish to improve physical accessibility for disabled persons and senior citizens.

The fund, a joint program of the Office for Disabled Persons and the Office for Senior Citizen's Affairs, provides matching grants of up to \$50,000 to private sector non-profit organizations and agencies serving disabled persons and senior citizens.

For further information contact:

Access Fund Co-ordinator  
Office for Disabled Persons  
3rd Floor, 700 Bay Street  
Toronto, Ontario M5G 1Z6  
(416) 965-3165  
1-800-387-4456 (Voice/TDD)

## *Geared-to- Income Housing and Modifications*

Ontario Housing Corporation, part of the Ministry of Housing, provides rent-geared-to-income accommodation to qualified applicants, including physically, developmentally and psychiatrically handicapped persons.

Physically handicapped adults are eligible to apply for subsidized housing provided they are able to live independently. Where practical, modifications such as the installation of grab bars in washrooms may be made to meet the needs of the individual.

Developmentally handicapped adults are also eligible for rent-geared-to-income housing. Such persons must be capable of independent living, based on the assessment of a professional agency. Psychiatrically handicapped adults are also eligible to apply.

Rent-geared-to-income housing is managed by 58 local housing authorities. Each housing authority receives and assesses applications for assisted housing in its own area. Inquires should be directed to local housing authority offices, listed in the blue pages of the telephone directory under the Ministry of Housing.

Disabled persons, requiring special attendant care and residing in special independent living accommodations, benefit from the rent-geared-to-income scale. In those designated projects, the Ministry of Community and Social Services provides home support services.

## *Non-Profit Housing Program*

The Non-Profit Housing Program is a federal/provincial initiative aimed at helping non-profit housing agencies to produce modest, cost-efficient housing for persons with low to moderate incomes.

Rents in some of the units are based on household incomes rather than on the size or type of housing.



These units are available to several client groups, including physically, developmentally and psychiatrically handicapped adults if they are capable of living independently.

A portion of the units are distributed to housing agencies wishing to produce housing for people requiring some form of support care services.

As well, innovative proposals are considered on a demonstration basis from groups interested in producing housing for low-income single persons and for groups wishing to build innovative housing forms for families, seniors or handicapped persons.

Units rented at market price are available to anyone on a first-come-first-served basis.

For further information, contact your nearest Ministry of Housing regional office (see telephone listings in the back of this guide).

## *Convert-to-Rent*

The Convert-to-Rent program has been expanded to include loan assistance for the production of hostel-type accommodation for single persons, as well as new rental housing within single family accommodations.

Convert-to-Rent's main aim is to help produce moderate-cost market rental apartments, primarily through converting non-residential properties. Interest-free loans of \$7,000 per unit are available.

Units for physically disabled persons qualify for special additional loans of \$5,000 if they are designed for wheelchair access. This recognizes the extra costs associated with making accommodations accessible to disabled persons. Some of the apartments in multi-unit projects may be made available under the Rent Supplement Program.

For further information, contact your nearest Ministry of Housing regional office (see telephone listings in the back of this guide).

# ACCOMMODATION AND SUPPORT SERVICES

## *Rent Supplement Program*

Ontario Housing Corporation acquires the use of rental units in properties not owned by the corporation, with qualified tenants paying rent based on their incomes.

The federal and provincial governments subsidize the difference between the rent paid by tenants and the full rental rate negotiated between the corporation and the landlord.

The landlord chooses prospective tenants from the local housing authority priority list for rent-geared-to-income housing.

For further information contact your local housing authority office, listed in the blue pages under the Ministry of Housing.

## *Ontario Home Renewal Program For Disabled Persons*

The Ontario Home Renewal Program for Disabled Persons (OHRP-D) offers assistance to disabled homeowners, or homeowners with permanently resident disabled dependents, for modifications or additions that make a home more suitable for a disabled occupant.

Interest-free loans of up to \$15,000 are available. There are no income restrictions for applicants. Loans may be forgiven for homeowners with lower incomes.

To qualify for OHRP-D a home must meet municipal standards. If a home does not currently meet these standards, eligible homeowners may apply for conventional OHRP loans of up to \$7,500 as the first stage of their modifications.

For information, call the Ministry's nearest regional office, listed in the back of this guide.

## *Homelink*

Homelink is a pilot project of the Ontario Office for Disabled Persons in five communities to assist disabled persons in finding suitable rental accommodation.



# ACCOMMODATION AND SUPPORT SERVICES

Homelink Centres are operated by the North Bay Area Centre for the Disabled, the Independent Living Services in Thunder Bay (a division of the Handicapped Action Group Inc.), the London March of Dimes and the Independent Living Centre in Kitchener. An Ottawa group will also participate.

The centres provide computerized listings of accessible housing including private units, non-profit housing and co-operatives. The listings describe each unit's location, size, rent and level of accessibility.

For further information contact:

Housing Policy Co-ordinator  
Office for Disabled Persons  
3rd floor, 700 Bay Street  
Toronto, Ontario M5G 1Z6  
(416) 965-3165 (Voice/TDD)  
1-800-387-4456 (Voice/TDD)

## *Disabled and Seniors in the Community Program*

Administered by the Ministry of Revenue, the program allows property owners to claim a property tax exemption for home improvements made to accommodate people of any age with physical or mental disabilities which would otherwise require that they live in institutions.

For further information contact the Ministry of Revenue's Public Enquiry Centre in Oshawa (416) 433-5155, or directly contact the nearest Property Assessment regional office, listed in the blue pages of the telephone directory. Those with hearing impairment may wish to use the Ministry's Telecommunications Device for the Deaf (TDD): 1-800-263-7776.

## *Attendant Care*

The Ministry of Community and Social Services, in co-operation with the Ministry of Housing, pro-

## *Community Services for Developmentally Handicapped Persons*

vides funding and guidelines for support services to physically disabled adults living in designated group home and apartment projects, on a 24 hour basis. Services include various types of personal care, housekeeping, meal preparation and laundry service. Food costs are the responsibility of residents and rent is paid on a geared-to-income formula.

Outreach Attendant Care provides personal attendant care (only) to some disabled adults living in their own homes.

Additional information is available from a Ministry of Community and Social Services office, listed at the back of this guide.

There are many support services available to assist developmentally handicapped adults to live independently in the community. In addition, there are services for developmentally handicapped children administered by the Ministry of Community and Social Services, community agencies and facilities for the developmentally handicapped. Services for adults and children may include:

- accommodation and special residences, group homes and individualized residential situations;
- parent relief and respite care;
- family support services;
- adult protective services;
- recreational and social activities;
- infant development;
- day nurseries;
- skills training in communication, appropriate behaviour, daily living and other areas;
- specialized program for children with additional disabilities such as hearing or sight loss;
- assessment and diagnostic facilities, and
- community outreach programs.



# ACCOMMODATION AND SUPPORT SERVICES

For further information contact the nearest Ministry office, listed at the back of this guide.

## *Facility Services for the Developmentally Handicapped*

These facilities provide programs and services for developmentally handicapped persons and their families including comprehensive treatment and training. They also support the development of community-based programs and accommodation to aid integration into the community.

Also available are residential care, assessment and diagnostic services, parental relief services as well as treatment programs including behaviour modification, social and recreational activities and consulting/advisory services.

Selected facilities conduct research and education into the causes, prevention, and treatment of developmental handicapped.

## *Homemakers and Nurses Services Program*

Under this program homemakers and nurses will visit elderly, disabled or convalescent people so they can remain in their homes instead of going to a hospital or other institution.

Homemakers may prepare meals, shop, do light laundry and cleaning or provide personal care services such as dressing. Nurses provide health care. These support services are administered by the social services department of local municipalities, which may use their own nurses and/or homemakers or the services of agencies such as the Victorian Order of Nurses, the St. Elizabeth's Order, the Canadian Red Cross Society and the Visiting Homemakers Association. Part of the funding for this program is provided by the Ministry of Community and Social Services.

Payment for these services is according to the recipient's ability to pay. To be eligible, the recipient must live in the municipality.

For further information contact a local municipi-

# ACCOMMODATION AND SUPPORT SERVICES

## *Community Residences*

pal social services office or the nearest area office of the Ministry of Community and Social Services, listed at the back of this guide.

Accommodation in community residential settings is provided by the Ministry of Correctional Services in a number of areas across the province for clients who have physical and/or learning disabilities.

Clients are referred to the facilities by the superintendents of the institutions where they are incarcerated, or by the parole board or probation staff.

To obtain further information on the programs at these facilities, contact:

Ministry of Correctional Services  
Residential Services Unit  
Community Corrections Branch  
2001 Eglinton Avenue East  
Scarborough, Ontario M1L 4P1  
(416) 750-3475

For further reference to group homes, please refer to page 17, under "Attendant Care".

## *Home Care Program Services*

**Acute Home Care:** This program funds and coordinates health care services to Ontario residents living in their homes who meet the programs' eligibility criteria. Patients may be admitted to the program either from hospital or directly from the community.

Multi-disciplinary teams of professionals and support personnel provide visiting services to patients referred to the program by their physicians. Services include nursing, physiotherapy, occupational therapy, medical social services, speech therapy, nutritional counselling and homemaking.



# ACCOMMODATION AND SUPPORT SERVICES

**Chronic Home Care:** Ontario residents requiring a minimum of three professional visits a month in their homes are eligible for Chronic Home Care. Services are similar to those in the Acute Home Care Program and they enable recipients to live in their homes for as long as possible. A more detailed description of the program is outlined in the pamphlet, "Home Care Program: There's no place like home".

**New Integrated Homemaker Program:** This new program is a Ministry of Community and Social Services program delivered through the Ministry of Health's Home Care Programs. It has been implemented in 18 locations, and will be established across the province in phases. This program provides a number of necessary services in the home for frail seniors and physically handicapped adults whose activities are limited and who require help to remain in their own homes. Services such as help with personal grooming, meal preparation, laundry, shopping and light housekeeping duties are among the services offered under the program.

The provision of these services is based solely on the need for services rather than financial or medical criteria in the selected locations.

**Health Support Services in the School Setting:** Health care services can be provided to students enrolled in special education programs and to those with special needs for health treatment services who would otherwise be unable to attend school. Working in co-operation with local school boards and parents, local Home Care Programs ensure that the needs of the child are carefully assessed. Appropriate programs may include visits to the child in school by a nurse, physiotherapist, occupational speech pathologist and/or nutritionist. The Home Care Program can also

provide consultation and instruction to school personnel.

For further information on the above services, contact the nearest office of the Ministry of Health, Home Care Program, listed at the back of this guide or:

Ministry of Health  
Communications and Information Branch  
9th Floor, Hepburn Block  
Queen's Park  
Toronto, Ontario M7A 1S2  
(416) 965-3101  
or Zenith 69100

## *Homes for Special Care Program*

The Homes for Special Care Program is funded by the Ministry of Health to provide nursing care and/or supervised accommodation in the community for discharged patients from provincial psychiatric hospitals.

Homes provide three levels of care: extended care, intermediate care and residential care. Extended and intermediate care are provided in licensed nursing homes, while residential care is provided in private homes.

The Homes for Special Care Program is co-ordinated provincially through the Community Mental Health Branch. At the local level, service is provided by Homes for Special Care field staff in the ten provincial psychiatric hospitals. For further information, contact:

Ministry of Health  
Community Mental Health Branch  
8th Floor, Hepburn Block  
Queen's Park  
Toronto, Ontario M7A 1R3  
(416) 963-2757



# AWARDS

## *Community Action Awards*

The Ontario Office for Disabled Persons honours the achievements of persons with disabilities who have made significant contributions to their community or the province as a whole, and individuals (disabled or not) who have extensive involvement with disabled persons. Nominations may be made by any person or organization. The awards are presented annually.

For further information contact:

Special Projects Officer  
Office for Disabled Persons  
3rd floor, 700 Bay Street  
Toronto, Ontario M5G 1Z6  
(416) 963-3121  
1-800-387-4456 (Voice/TDD)

## *Premier's Awards for Accessibility*

The Premier's Awards for Accessibility honour Ontario architects and landscape architects for excellence in the design of buildings and environments that provide ease of access. The annual awards program is sponsored by the Ontario Office for Disabled Persons. Submissions are judged by a panel of experts.

For further information contact:

Special Projects Officer  
Office for Disabled Persons  
3rd floor, 700 Bay Street  
Toronto, Ontario M5G 1Z6  
(416) 963-3121  
1-800-387-4456

## *Elementary and Secondary Schools Programs*

School boards provide special education programs and services for their exceptional pupils. This includes pupils who may be physically handicapped, blind, deaf, gifted, and/or developmentally handicapped. To assist school boards with the cost of the required programs and services, the Ministry of Education provides additional grants. These are used for the provision of:

- a) special education teachers and support staff;
- b) supplies, materials and equipment;
- c) programs that are in place of programs offered by provincial schools for the blind and deaf;
- d) special transportation for adapted vehicles and individualized transportation;
- e) alterations to existing facilities to accommodate disabled pupils;
- f) personalized special equipment.

Programs and services provided by school boards receive further assistance from the Ministry through:

- grants for programs that are in place of programs offered by provincial schools for the blind and deaf;
- special transportation allowance for adapted vehicles and individualized transportation;
- capital grant allowances for altering existing facilities to accommodate disabled pupils;
- grants for personalized special equipment.

At present, school boards are encouraged to provide; directly or indirectly, a continuum of services that would provide as full a range of placements as possible to meet the needs of each exceptional pupil.

## *Schools for the Visually Impaired*

The W. Ross MacDonald School, a residential school in Brantford, provides instruction from kindergarten on through secondary school gradu-

## *Schools for the Hearing Impaired*

ation, for visually impaired and deaf/blind students for whom no suitable program is available through local school boards.

Additionally, the school provides training for teachers to the blind and deaf/blind, provides large print, braille and audio tape learning materials to school-aged and post-secondary students on request and serves as a provincial resource centre which offers consultative and assessment services to school boards which are developing educational programs for visually impaired persons.

For more information, contact:

W. Ross MacDonald School  
350 Brant Avenue  
Brantford, Ontario N3T 3J9  
(519) 759-0730

These schools provide educational instruction from kindergarten to secondary school graduation, for hearing impaired students for whom no suitable local board program is available.

They serve as regional resource centres, providing consultative services to school boards developing local programs, providing audiological, psychological and language assessment services and counselling for parents of pre-school children.

The schools are:  
Sir James Whitney School  
350 Dundas Street West  
Belleville, Ontario K8P 1B2  
(613) 962-5361  
(613) 962-6566 (TDD)



*Personalized  
Special  
Instructional  
Equipment  
Grant*

Ernest C. Drury School  
255 Ontario Street South  
Milton, Ontario L9T 2M5  
(416) 878-2851  
(416) 878-7195 (TDD)

Robarts School  
1090 Highbury Avenue  
P.O. Box 7300  
London, Ontario N5Y 4V9  
(519) 453-4400  
(519) 453-4400 (TDD)

Grants are provided to school boards for the purchase of personalized instructional equipment for disabled pupils, e.g., phonic ear, controlled reading machines, speech trainer, etc., only upon the verification of a clinician and an educator.

Printed material describing the program is available from the Ministry of Education's six regional offices:

Northwestern Ontario Region  
Thunder Bay, Ontario  
(807) 475-1581

Midnorthern Ontario Region  
Sudbury, Ontario  
(705) 675-4436

Northeastern Ontario Region  
North Bay, Ontario  
(705) 474-7210

Eastern Ontario Region  
Ottawa, Ontario  
(613) 225-9210

Western Ontario Region  
London, Ontario  
(519) 472-1440

## *Children's Treatment Centres*

Central Ontario Region  
Willowdale, Ontario  
(416) 491-0330

The Ministry of Education shares the cost of providing education and other services to physically disabled children at treatment centres across Ontario.

For additional information on education programs in Children's Treatment Centres contact:

Ministry of Education  
Special Education Branch  
17th Floor, Mowat Block  
Queen's Park  
Toronto, Ontario M7A 1L2  
(416) 965-2662

## *Programs of Education in Non-School Settings*

Local school boards provide instruction for school-age children who are homebound or hospitalized due to temporary illness or disability.

The minimum three hours per week instruction may be augmented by correspondence courses.

For further information contact the local school board or:

Ministry of Education  
Special Education Branch  
17th Floor, Mowat Block  
Queen's Park  
Toronto, Ontario M7A 1L2  
(416) 965-2662

## *Postsecondary Education Facilities for Disabled Students*

Students with special needs attending almost any one of Ontario's postsecondary institutions will find their needs at least partially accommodated.

Support services are provided for hearing impaired students. Sign language or oral inter-

preters, note takers and/or amplification devices are available free of charge to part-time students enrolled in credit courses at postsecondary institutions.

Audio and braille transcription services are provided. Transcriptions of textbooks and other resource materials are available free of charge to print handicapped students taking credit courses at postsecondary institutions.

The Ministry of Colleges and Universities publishes a directory of 17 of these institutions entitled, "Horizons, a guide to postsecondary education in Ontario", which contains information on academic and financial services. Each institution also has listings of the facilities for students with special needs which are available at each college and university in Ontario.

Ministry of Colleges and Universities  
Enquiries Unit  
13th Floor, Mowat Block  
900 Bay Street  
Toronto, Ontario M7A 1L2  
(416) 965-6407

The five Colleges of Agricultural Technology operated by the Ministry of Agriculture and Food have made efforts to increase the level of accessibility available to students with special needs. Many new buildings have been designed to be accessible and, where possible, older buildings are being modified with ramps, accessible washrooms and other facilities.

For further information, contact:

Ministry of Agriculture and Food  
Education and Research Division  
P.O. Box 1030  
Guelph, Ontario N1H 6N1  
(519) 763-5940



## *Transcription Services for Postsecondary Students*

The Ministry of Education offers a braille and audio transcription service for print handicapped postsecondary students. Students can make requests through their postsecondary institution or the W. Ross MacDonald School for transcriptions of course-related textbooks and reference materials.

For further information contact any college or university, or:

W. Ross MacDonald School  
350 Brant Avenue  
Brantford, Ontario N3T 3J9  
(519) 759-0730

## *Educational Support Services*

Educational Support Services is a Ministry of Colleges and Universities sponsored program, administered by the Canadian Hearing Society. This program provides sign language or oral interpreters, notetakers and amplifications devices for hearing impaired students attending Ontario postsecondary institutions.

Priority is given to part-time students because full-time students generally have access to funding for these support services from the Ministry of Community and Social Services.

For additional information contact your local college or university or the:

Canadian Hearing Society  
Interpreter Services  
271 Spadina Road  
Toronto, Ontario M5R 2V3  
(416) 964-9595  
(416) 964-0023 (TDD)  
Attention: Provincial Co-ordinator

## *Student Bursaries*

The Ministry of Northern Development and Mines, in conjunction with the Ministry of Com-

munity and Social Services and the Ministry of Health, provides bursaries of \$5,000 each to students in professional social services and certain medical service programs to locate in Northern Ontario. One year of service for each year of bursary is expected, with the hope the graduate will remain in Northern Ontario.

Eighteen bursaries in speech pathology, psychometry and social work are funded by the Ministry of Northern Development and Mines and administered by the Ministry of Community and Social Services.

Medical disciplines eligible for bursaries include: audiology, speech pathology, physiotherapy and occupational therapy. Bursaries granted to graduates of these groups are funded by the Ministry of Northern Development and Mines and administered by the Ministry of Health.

For the nearest Northern Affairs officer, see the back of this guide.

## *Equal Employment Opportunities*

The Human Resources Secretariat policy provides for equality of employment opportunities for disabled persons in the Ontario Public Service. Initiatives supporting the policy include:

- outreach recruitment, in co-operation with agencies for disabled persons, through the Council of Equal Employment for the Disadvantaged (CEED);
- counselling services;
- arrangement of appropriate work stations in support of a vocational rehabilitation program.

For additional information on the initiatives listed above, please contact:

Human Resources Secretariat  
Employment Information Services Section  
1st Floor, Frost Building South  
Queen's Park  
Toronto, Ontario M7A 1Z5  
(416) 965-6081 (Collect calls accepted.)  
(416) 965-4343 (TDD)

## *Vocational Rehabilitation Services*

The Ministry of Community and Social Services offers this program to provide a wide variety of services to enable persons vocationally handicapped by physical, emotional or intellectual disabilities to prepare for employment.

Services provided include vocational counselling and assessment, the provision of assistive devices, vocational training and job placement.

Vocational rehabilitation counsellors are situated in most of the Ministry's offices across the province. Applicants unable to get to a Ministry office may be visited at home. See the back of this guide for area telephone numbers.

## *Vocational Rehabilitation Workshops*

The Ministry of Community and Social Services partially funds non-profit organizations to operate workshop programs that provide vocational



## *Youth Employment Programs*

assessment, training, and/or sheltered employment for disabled persons.

The Ministry of Skills Development administers a range of youth employment and entrepreneurial programs. Offering important training and on-the-job experience, these programs provide year-round opportunities. Most of the Ministry's youth programs are available to disabled persons up to age 29. Disabled youth may obtain more information by calling:

Ontario Youth Hotline  
1-800-387-0777 (toll free)  
1-800-387-0743 (TDD)

## *Employment Standards Act and Regulations*

The Employment Standards Branch of the Ministry of Labour enforces the Employment Standards Act and Regulations which provide basic protection and standards for Ontario workers, including handicapped persons.

Recorded messages referring to seven specific employment standards are available to telephone enquirers 24 hours a day throughout the province. Special numbers are listed in the blue pages or can be obtained from the operator.

The booklet "A Guide to the Employment Standards Act" outlines the basic protections, in readable form. It can be received, free of charge, from:

Ministry of Labour  
Employment Standards Branch  
3rd Floor, 400 University Avenue  
Toronto, Ontario M7A 1V2  
(416) 965-5251

## *Handicapped Employment Program*

This program works to increase employment opportunities for disabled persons by:

- providing employment equity consulting services to employers;
- undertaking research and pilot projects designed to help overcome barriers to employment;
- supporting local employment projects initiated by agencies and self-help groups;
- participating in conferences and seminars for organized labour, educators and health care professionals;
- providing information and resource materials, as well as making display units and information specialists available for province-wide events;
- providing job-seekers with advice and referrals to community resources.

The following Ministry of Labour publications are of particular interest to individuals with disabilities:

- **Taking Aim:** Job Search Strategies for People with Disabilities
- **Profile:** 34 People with Disabilities Talk about their Careers.

Ministry of Labour  
Handicapped Employment Program  
10th Floor, 400 University Avenue  
Toronto, Ontario M7A 1T7  
(416) 965-2321  
(416) 965-2817 (TDD)

## *Ontario Human Rights Code*

The Human Rights Code of the province protects, among others, mentally and physically disabled persons from discrimination in these areas:

- services, goods, facilities;
- accommodation;
- contracts;
- employment, and

— membership in vocational associations and trade unions.

The Code forbids harassment of handicapped persons in the areas of employment and accommodation. It also forbids reprisals against anyone lodging a complaint. The Ontario Human Rights Commission publishes several brochures, including: "Human Rights — Discrimination Because of Handicap".

For additional information or literature, contact your nearest Ontario Human Rights Commission office, listed in the telephone directory or:

Ministry of Citizenship  
Ontario Human Rights Commission  
12th Floor, 400 University Avenue  
Toronto, Ontario M7A 1T7  
(416) 965-6841 (416) 965-6871 (TDD)  
1-800-387-9080 (Voice/TDD)

## *Occupational Health and Safety Act*

This legislation seeks to improve worker health and safety in Ontario workplaces.

Occupational Health and Safety Division's Safety Studies Service has the capability to provide work related advice in the area of ergonomics (adapting the work environment, including equipment and machinery to suit the needs of the workers).

For additional information, contact the nearest office of the Ministry of Labour, or:

Ministry of Labour  
Occupational Health and Safety Division  
9th Floor, 400 University Avenue  
Toronto, Ontario M7A 1T7  
(416) 965-4125



## *Workers' Compensation Board of Ontario*

**Financial Compensation and Rehabilitation:** The Worker's Compensation Board of Ontario provides financial compensation for wage loss, medical rehabilitation, and vocational rehabilitation for workers with approved claims who have been injured on the job.

Vocational rehabilitation provides personal and employment counselling, skills training, training-on-the-job, academic upgrading, prosthetic devices and other rehabilitation aids, and job placement.

To obtain brochures or additional information contact the nearest WCB office listed in the back of this guide, or:

Worker's Compensation Board  
2 Bloor Street East  
Toronto, Ontario M4W 3C3  
(416) 927-9555 Zenith 61700 (toll free)

**Office of the Worker Adviser:** The Office of the Worker Adviser (OWA) is available to all claimants for benefits under the Workers' Compensation Act for advice and representation in pursuing their claims under the Act.

The OWA represents injured workers at all decision-making and appeal levels of the Ontario workers' compensation system, including the Workers' Compensation Appeals Tribunal. The OWA has a head office in Toronto, with satellite offices in east and west Toronto, plus regional offices in Windsor, London, Kitchener, Hamilton, Ottawa, Sudbury and Thunder Bay. Services are available in both English and French, as well as a number of other languages.

For further information contact:

Office of the Worker Adviser  
Suite 509, 434 University Avenue  
Toronto, Ontario M7A 1T7  
(416) 965-8570

## *Vocational and Psychiatric Rehabilitation Services*

Offered at all ten provincial psychiatric hospitals, these services are designed to render psychiatrically disabled persons fit to engage in a substantially gainful occupation, as provided for under the Vocational Rehabilitation of Disabled Persons Act and Agreement. The majority of the hospitals offer these services to both in-patients and out-patients.

The Ministry of Health also funds Community Mental Health Programs, which provide rehabilitation and vocational services. The focus of the programs is the reintegration of the psychiatric patient into the community. Through vocational or skills training, education or socialization, these programs aim to reduce functional deficits and assist the individual toward normal social roles and activities.

For further information on the hospital programs contact:

Ministry of Health  
Mental Health Operations Branch  
8th Floor, Hepburn Block  
Queen's Park  
Toronto, Ontario M7A 1R3  
(416) 965-6236

For information on the Community Mental Health Programs contact:

Ministry of Health  
Community Mental Health Branch  
8th Floor, Hepburn Block  
Queen's Park  
Toronto, Ontario M7A 1R3  
(416) 963-2757

## *Assistive Devices Program*

The Assistive Devices Program (ADP) of the Ontario Ministry of Health provides financial assistance for the purchase of medically necessary equipment and supplies for those eligible residents of Ontario with long-term physical disabilities.

ADP will pay 75 per cent of the cost for people of all ages for **ostomy supplies**, including colostomy and ileostomy, **prosthetic devices**, including artificial limbs, eyes and breasts, **respiratory equipment**, including ventilatory equipment, compressors, tracheostomy tubes, etc. and **wheel chairs**, including power chairs, manual chairs, scooters and other mobility devices.

Further expansion of ADP to cover hearing aids, incontinence supplies, orthotic devices, oxygen, visual and communication aids for people 23 years of age and under will be phased in over the next two years.

Information concerning assistance with the 25 per cent portion of the cost not covered by ADP, or the cost of equipment not eligible for coverage under ADP, may be obtained from various voluntary agencies (e.g. Ontario March of Dimes, Cancer Society, Easter Seal Society, etc.), municipal social service departments, other provincial programs or by contacting ADP directly, at 963-1956 in Toronto or 1-800-268-6021 toll-free within Ontario.

For more information, contact:

Ministry of Health  
Assistive Devices Program  
15 Overlea Boulevard  
6th Floor  
Toronto, Ontario M4H 1A9  
(416) 963-1956  
1-800-268-6021 (toll-free)  
1-800-268-6023 (TDD/toll-free)



## *Genetic Services*

Genetic services include pre-natal, biochemical, cytogenetic diagnostic services and genetic counselling. They are available in the province's five Health Science Centres, plus three community hospitals and two community clinics in Southern Ontario and four community clinics in Northern Ontario.

(See below for address and telephone.)

## *Perinatal Care*

The Ministry has established perinatal units in ten Ontario centres for the treatment of high-risk mothers and newborn babies.

(See below for address and telephone.)

## *Infant Care*

Two pamphlets are available on services to prevent disability in infants and children:

- “Newborn Screening: ensuring a healthy start” about the early identification of infants with phenylketonuria (PKU) and congenital hypothyroidism (CH).
- “Immunization-Their Best Protection” about the need to immunize children against diphtheria, tetanus, pertussis (whooping cough), polio, measles, rubella (German measles) and mumps.

For copies of these publications or additional information on perinatal care or genetic services contact your local municipal health unit or:

Ministry of Health  
Communications and Information Branch  
9th Floor, Hepburn Block  
Queen's Park  
Toronto, Ontario M7A 1S2  
(416) 965-3101  
or Zenith 69100

## *Psychiatric Hospital Programs*

Psychiatric hospital programs provide a variety of services to adults in acute and long-term care, as well as out-patient services.  
(See below for address and telephone.)

## *Community Mental Health Services Program*

The Ministry of Health funds community-based programs for adults in need of mental health, alcohol and addictions services. The programs are designed to reduce the frequency and duration of admissions to psychiatric facilities, to treat patients in the home and the community, and to reduce the risk of mental disorders in high risk groups.

Funded under this initiative are services such as: prevention and self-help programs; counselling and treatment for adults with alcohol and drug-related problems; and housing and rehabilitation services.

(See below for address and telephone.)

## *Chronic Hospitals and Chronic Units in Public Hospitals*

Chronic care is available in hospitals throughout Ontario for those who have long-term illnesses or disabilities which cannot be treated at home.

Chronic care facilities provide patients with room, board and other basic necessities, in addition to required health care.

All chronic care patients, who are able, participate in activation programs designed to maintain physical activity and interest in the community.

With increased emphasis on rehabilitation in chronic care facilities, in-patient units provide multi-disciplinary programs for patients who have the potential for improvement.

(See below for address and telephone.)

## *Out-Patient Rehabilitation Centres*

All adult out-patient rehabilitation centres provide comprehensive rehabilitation programs including pre-vocational assessment and some vocational training.

For additional information on chronic care and out-patient centres, contact:

Ministry of Health  
Institutional Operations Branch  
7th Floor, 15 Overlea Boulevard  
Toronto, Ontario M4H 1A9  
(416) 965-0928

## *Physical Medicine and Rehabilitation Services in Public Hospitals*

Most large hospitals have complete rehabilitation departments that offer in-patient and out-patient therapy programs and counselling services.

General rehabilitation units provide multi-disciplinary programs for patients recovering from such conditions as multiple or severe fractures, stroke, amputation or neuromuscular conditions.

Public hospitals may refer more complex long-term rehabilitation cases to specialized rehabilitation units.

(See below for address and telephone.)

## *Special Rehabilitation Units and Hospitals*

These centres are regional and provide both in-patient and out-patient care. Services are similar to those of a general rehabilitation unit but patients usually have complicated problems requiring more specialized programs, including counselling and prevocational assessment. A number of centres specialize, for example, in spinal cord injuries, amputations, or services for children.

(See below for address and telephone.)

## *Geriatric Day Hospitals*

Rehabilitation of the sick and disabled elderly is available on an out-patient hospital basis within some rehabilitation departments.



## *Acquired Brain Damage Treatment Centre*

Suitable patients who require two or more rehabilitation sub-specialties for two or more hours, two or more times a week, in a supportive environment which promotes remotivation may be rehabilitated in a geriatric day hospital.

Geriatric day hospital programs are now available at more than 25 Ontario hospitals. Persons referred to the programs by their doctors must meet the criteria of the individual program. (See below for address and telephone.)

An in-patient program at Chedoke-McMaster Hospital in Hamilton provides assessment of individuals with a head injury. The program will determine the appropriate placement and health care of these individuals. If these needs cannot be met within the individual's local or regional area, Chedoke-McMaster will provide treatment until such time as referral to a local or regional service is possible.

For more information on special rehabilitation units and hospitals and on geriatric day hospitals, contact:

Ministry of Health  
Institutional Operations Branch  
7th Floor, 15 Overlea Boulevard  
Toronto, Ontario M4H 1A9  
(416) 965-0928

## *Cleft Lip and Palate*

The Ministry of Health will pay 75 per cent of the costs of a specialized dental treatment program for children and young adults up to 22 years of age with severe dental dysfunction caused by or equivalent to cleft lip and palate. As well, the ministry will pay 75 per cent of the costs of specialized dental treatment for adults who did not receive appropriate treatment for cleft lip and palate during childhood. To be eligible for assistance patients must register at a designated clinic of

## *Ontario Health Insurance Plan (OHIP)*

their choice and attend a multi-disciplinary assessment program.

For further information, contact:

Ministry of Health  
Institutional Operations Branch  
7th Floor, 15 Overlea Boulevard  
Toronto, Ontario M4H 1A9  
(416) 965-8161

OHIP is a provincial government sponsored plan of health insurance for Ontario residents. It provides a wide range of benefits for medical, hospital and certain other health practitioners' services.

OHIP provides assistance to disabled persons in two ways:

- 1) A disabled person over age 21 can remain covered by his/her parents by completing an "Application for Over Age 21 Dependant Coverage", having the physician certify the disability and submitting the application to OHIP.
- 2) Those who are maintaining their own coverage, but are unable to pay OHIP premiums because of financial difficulty, may be eligible for assistance in the payment of premiums.

For additional information contact your local OHIP office, listed below:

	Toll Free Number
Barrie (705) 726-0326	1-800-461-7597 (From Area 705)
Hamilton (416) 521-7100	1-800-263-2197 (From Area 416) 1-800-263-2162 or 1-800-263-2187 (From Area 519)
Kenora (807) 468-9554	Zenith 69100

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Kingston (613) 546-3811	1-800-267-0933 (From Area 613)
Kitchener (519) 745-8421	1-800-265-2385 (From Area 519)
London (519) 433-4561	1-800-265-4703 (From Area 519)
Mississauga (416) 275-2730	Zenith 96420 (Caledon Area) 1-800-387-9468 (From Area 416)
Oshawa (416) 434-3700	1-800-263-3814 (From Area 416) 1-800-263-3952 (From Area 705, 519 and 613)
Ottawa (613) 566-2740	1-800-267-1912 (From Area 613)
Owen Sound (519) 376-6447	1-800-265-3190 (From Area 519)
Peterborough (705) 743-2140	1-800-461-1934 (From Area 705)
St. Catharines (416) 682-6658	1-800-263-4973 (from Area 416)
Sarnia (519) 337-2348	1-800-265-1453 (From Area 519)
Sault Ste. Marie (705) 759-8598	1-800-461-2215 (From Area 705)
Sudbury (705) 675-4261	1-800-461-4006 (From Area 705)
Thunder Bay (807) 475-1351	1-800-465-5067 (From Area 807)
Timmins (705) 264-5388	1-800-461-9829 (From Area 705)



# HEALTH SERVICES

Toronto  
(416) 482-1111  
(416) 965-1000

Windsor  
(519) 258-7560

1-800-265-4840  
(From Area 519)

## *Sales Tax Exemptions*

The purchase of the items listed below is exempt from provincial sales tax:

- artificial limbs and other prosthetic appliances or equipment defined by the Minister;
- orthopaedic appliances;
- hearing aids and batteries for them;
- equipment designed solely for use of visually impaired or physically handicapped persons.

The purchase of a motor vehicle used to transport someone permanently physically disabled may be eligible for a sales tax rebate. A disabled individual, family member or religious, charitable or non-profit organization providing this transportation can apply for the rebate.

For additional information or copies of the two guides, "Exemptions for the Disabled", and "Tax Refunds: Transportation of Physically Disabled Persons", contact your nearest Retail Sales Tax office of the Ministry of Revenue, listed in the blue pages of the telephone directory.

The Ministry of Revenue has installed a Telephone Device for the Deaf. Users may call toll-free from anywhere in Ontario 1-800-263-7776.

## *Work Incentive Program (WIN)*

Recipients of GAINS D wishing to start full-time employment can receive assistance from the Ministry of Community and Social Services. Depending on family size and earnings, qualified applicants may be eligible for monthly cash benefits for up to two years. WIN participants are also eligible for "back to work" expenses as well as free OHIP, drug card, eye glasses and dental care.

For additional information on this program, contact the nearest Ministry of Community and Social Services office, listed at the back of this guide.

## *Family Benefits Allowance* **GAINS D**

Through the Ministry of Community and Social Services, a monthly cash allowance and other benefits are available to individuals and families who are in need of long-term financial assistance and are elderly, disabled, blind or a parent raising children alone. The amount of the allowance varies with the size of the family, age of children (if applicable), living circumstances and other special needs.

A certain amount of employment earnings is allowed without affecting the cash allowance. Disabled persons may also accumulate savings to purchase special items without jeopardizing their eligibility. This requires advance approval by the Ministry's Director of Income Maintenance.

## *Supplementary Aid and Special Assistance*

Municipalities administer the General Welfare Assistance program which allows them to provide such special items as prostheses and wheelchairs to those eligible.

For additional information on the two preceding programs contact the nearest Ministry of Community and Social Services office, listed at the back of this guide.



## *Ontario Provincial Parks*

The Ministry of Natural Resources publishes "Ontario Provincial Park Guide" which lists facilities and parks accessible to physically disabled persons.

The guide lists provincial parks having ramps for comfort stations. Additional signs are being added to assist disabled persons in using park facilities.

Park staff are trained to deliver services to disabled persons and group camping facilities are also being developed.

Design standards for future parks and recreational areas being developed by the Ministry ensure greater accessibility for physically disabled persons. Access to service buildings is being expanded through modified parking, boardwalks, ramps, grading and signs.

For a copy of "Ontario Provincial Parks Guide", or additional information, contact the nearest district office of the Ministry of Natural Resources, or:

Ministry of Natural Resources  
Public Information Centre — Parks  
Room 1640, Whitney Block, Queen's Park  
Toronto, Ontario M7A 1W3  
(416) 965-3081

## *Recreation and Leisure*

The Ministry of Tourism and Recreation offers a variety of programs and services that aid in developing increased involvement in sports, fitness and other recreational activities, for all persons.

The programs and services to provincial organizations are available from consultants located at the Head Office. Local and regional services are administered through Tourism and Recreation Operations offices located throughout the province. Consultants work with agencies and com-

# RECREATION AND TRAVEL

munity groups in the design of these activities and also help in the creation of other sports and recreation programs for disabled persons with special needs.

Tourism and Recreation Operations offices have a wide variety of printed information available. The Ministry's Resource Centre located in Toronto is also suited to provide information on all aspects of sport, recreation and other leisure activities. For more information contact the nearest Tourism and Recreation Operations office listed at the back of this guide or:

Ministry of Tourism and Recreation  
Resource Centre  
77 Bloor Street West, 9th Floor  
Toronto, Ontario M7A 2R9  
(416) 965-6763

## *Service for Hearing Impaired*

The Ministry of Tourism and Recreation has installed a Telecommunications Device for the Deaf (TDD) which enables the hearing impaired to make telephone calls using regular telephone lines.

Anyone with a TDD can request Ontario travel information by calling (416) 965-6027. Collect calls are accepted.

## *Publications*

**Leisure:** A manual entitled "Exploring the Environment with the Handicapped", has been produced for the purpose of assisting leaders of handicapped children to investigate the natural world. It was prepared by the Ministry of the Environment in co-operation with the Boy Scouts of Canada, Provincial Council of Ontario, and the Scouting with the Handicapped Advisory Committee for the 1979 International Year of the Child.

The book is used by the Boy Scouts of Canada in their existing programs for handicapped children.

The preface states that there are very few environmental education resource materials on today's market that encourage a person with limited environmental knowledge to work and learn with handicapped youngsters out of doors. The book describes education activities relating to air quality, astronomy, birds, insects, lawns, nature hikes, snow, soil, trees, water, waste, weather, and arts and crafts.

Copies may be ordered from the Ontario Government Bookstore, 880 Bay Street, Toronto, M7A 1N8. The price is \$3.00.

**Travel:** A guide entitled "Accommodations" identifies establishments which cater specifically to the needs of disabled persons. It is available to the public at all Ministry Travel Information Centres, Chambers of Commerce, auto clubs, travel associations and Tourism Canada.

For more information, contact:

Ontario Travel

(416) 965-4008 (English)

(416) 965-3448 (French)

Toll free lines for continental North America:

1-800-268-3735 (English)

1-800-268-3736 (French)

The reference manual "Travel Counsellors' Directory" contains details on the accessibility of facilities for disabled persons at major events and attractions in Ontario.

The directory is designed for use by travel counsellors only. Access to the manual can be obtained by contacting Ministry Travel Information Centres, Chambers of Commerce, auto clubs, travel associations and Tourism Canada.



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## *Ontario Sports Travelcade*

The Ministry has a 45 foot travelling van with a fully equipped sports library and a staff of sport specialists.

According to needs and priorities, the Travelcade van makes one or two visits to Ontario centres holding clinics and workshops and can respond to the needs of athletes, coaches, trainers and others interested in sports. Requests for the van's visit should be made well in advance.

## *Provincial Games for Disabled Persons*

The Ministry provides funds for holding regional competitions in track and field, weight-lifting, archery, basketball, snooker and other events, leading to the annual Provincial Games for Disabled Persons. Successful regional competitors 11 years and older are eligible for the Provincial Games.

## *Grants Programs*

Lottery funds are available to community groups for sports, fitness and recreation projects. Information is available through the regional offices of the Ministry of Tourism and Recreation, listed at the back of this guide.

## *Other Programs and Services*

Consulting services and financial support are provided to four provincial sports associations for persons with visual impairment, cerebral palsy, amputees and those using a wheelchair. In addition, staffing of a co-ordinating office at the Ontario Sports Centre is also provided. Contact may be made through a Community Programs Office or:

Ministry of Tourism and Recreation  
Sports and Fitness Branch  
77 Bloor Street West, 8th Floor  
Toronto, Ontario M7A 2R9  
(416) 965-4591

or

## *Ontario Place*



Physically Disabled Sports Office  
1220 Sheppard Avenue East  
Willowdale, Ontario M2K 2X1  
(416) 495-4163

Ontario Place, the popular summer entertainment and recreational attraction in Toronto, is highly accessible to those using wheelchairs.

To obtain an accessibility map, or for more information, contact:

Ontario Place Corporation  
955 Lakeshore Boulevard West  
Toronto, Ontario M6K 3B9  
(416) 965-7619

The following programs are offered or administered by the Ministry of Community and Social Services. For additional information, contact the nearest Ministry office, listed at the back of this guide.

## *Autistic Children and Adults*

Autistic persons and their families are assisted by a variety of programs including some residential opportunities, assessment, individual family and support services and parent relief.

## *Child Welfare Services*

Children's Aid Societies (CAS) assist families with child raising responsibilities by providing a range of support services.

Many families seeking help have children with disabilities of a learning, mental, emotional or physical nature.

Adoption services make a special effort to find homes for disabled children. The newspaper column, "Today's Child," the T.V. program "Family Finder" and the availability of subsidized adoptions all contribute to satisfying the needs of the disabled child.

## *Community Mental Health Services*

Children's Mental Health Centres and Regional Centres for emotionally disturbed children and youth have been set up across the province to provide numerous services including emergency services, out-patient and in-patient care, therapeutic day care and community services.

## *Child Care Services*

The Ministry licenses child care centres and nursery schools which provide spaces for six or more children.

Some of these centres serve disabled and non-disabled children on an integrated basis and other centres are for the exclusive use of developmentally or physically disabled children.

## *Handicapped Children's Benefits*

To obtain the brochure, "Day Care Tips", or for additional information, contact your nearest Ministry of Community and Social Services office, listed at the back of this guide.

A monthly allowance to assist with extraordinary costs is available to families caring for a severely handicapped child in the home. Drug and dental coverage is also provided.

In determining eligibility, the age of the child, the degree of dependency resulting from the handicap, the types of costs incurred and the family's financial circumstances are taken into consideration.

For additional information, contact your nearest Ministry of Community and Social Services office, listed at the back of this guide.

## *Special Services at Home*

The Special Services at Home Program was established to help parents whose developmentally handicapped child lives at home with them.

Special Services at Home is a program of financial assistance which enables a child to receive necessary equipment and services at home which are not already available in the community. It may include the purchase of special equipment to assist in daily living or an assessment of the child's condition. It may also include arranging for the assistance of a person trained in behaviour management.

For additional information, contact your nearest Ministry of Community and Social Services office, listed at the back of this guide.

## *Assistive Devices Program*

See page 37 of this guide.

## *Cleft Lip and Palate*

See page 41 of this guide.



## *Children's Treatment Centres*

On an out-patient basis, the centres provide multi-disciplinary co-ordinated programs, including education, counselling and other rehabilitation services for physically handicapped children from infancy to 19 years, and in some cases to 21 years.

The services are designed to assist each child in reaching his or her greatest level of achievement in his or her own community.

For additional information, contact:

Ministry of Health  
Institutional Operations Branch  
7th Floor, 15 Overlea Boulevard  
Toronto, Ontario M4H 1A9  
(416) 965-8174

The Ministry of Transportation provides funding to municipalities that offer transportation services to physically disabled persons unable to board regular transit vehicles.

The Ministry also makes substantial funds available to municipalities to improve accessibility to existing transit systems for ambulatory disabled persons as well as those with visual/hearing impairments. To obtain the publication entitled "Transportation for the Physically Disabled - Policy Summary" or additional information regarding these programs, contact:

Ministry of Transportation  
Transit Office  
3rd Floor, West Tower  
1201 Wilson Avenue  
Downsview, Ontario M3M 1J8  
(416) 235-4010  
(416) 235-4986 (TDD)

## *Municipal Parking Programs and the Disabled Symbol Licence Plate*

Municipalities have the authority to implement and enforce on-street and off-street parking for disabled persons. Under the authority of the Municipal Act, municipalities can provide identification for vehicles operated by disabled persons or drivers transporting disabled persons and can require parking lot operators to provide special parking areas.

The provincial "disabled symbol" licence plate is equivalent to a municipal permit and confers the same benefits to the holder under the local bylaw. The Ministry of Transportation issues the plate free of charge. These allow physically disabled drivers and/or persons driving disabled persons to park in designated parking spots throughout the province.

To obtain information regarding the disabled symbol licence plate, contact your local Ministry of Transportation, Drivers and Vehicles Licence

## *Motor Vehicle Safety Inspection Program*

Office. Full information on municipal regulations is available from the clerk of each municipality. Check the blue pages of the telephone directory.

The safety inspection program, available throughout Ontario, makes it mandatory for a bus or van transporting physically disabled passengers to undergo inspection. The vehicle must display a vehicle inspection sticker as evidence that it has been inspected and complies with the safety requirements set out in Ontario Regulation 483 of the Highway Traffic Act.

To obtain information regarding this program, contact your local Ministry of Transportation, Drivers and Vehicles District Office listed in the blue pages of the telephone directory.

## *Vehicles for Personal Use*

A publication, "Guide for Disabled Drivers in Ontario" jointly prepared by the Ministry of Transportation and the Office for Disabled Persons deals with subjects including:

- what is the right equipment for you;
- where to buy equipment;
- where to get driving instruction;
- how to choose the right vehicle.

It is available from:

Ministry of Transportation  
Public and Safety Information Branch  
(416) 235-2771  
(416) 235-4902 (TDD)

and

Office for Disabled Persons  
(416) 965-3165 (Voice/TDD)  
1-800-387-4456 (Voice/TDD)

**Co-ordinator, Transportation for Disabled and Elderly Persons:** A coordinating function related to transportation for disabled and elderly persons has been established to coordinate Ministry activities on various matters related to transportation for disabled and elderly persons and to facilitate public contact with the most appropriate office with the Ministry.

The co-ordinator can be contacted at:

Ministry of Transportation and Communications  
Municipal Transportation Policy  
Planning Branch  
3rd Floor, West Tower  
1201 Wilson Avenue  
Downsview, Ontario M3M 1J8  
(416) 235-5206 (Voice)  
(416) 235-4986 (TDD)



## *Freedom of Information and Protection of Privacy Act*

The Freedom of Information and Protection of Privacy Act allows access to a wide range of government information, while at the same time protecting personal information about individuals.

All government ministries and agencies have a Freedom of Information co-ordinator who can help you find the information you want.

For information on how to make use of the act, write:

Freedom of Information and Privacy Branch  
Management Board Secretariat  
6th floor, Frost Building South  
7 Queen's Park Cresc. East  
Toronto, Ontario M7A 1Z6

## *Northern Affairs Officers*

In 31 Northern Ontario communities and approximately 40 satellite communities the Ministry of Northern Development and Mines provides information on all Ontario government programs and services. If disabled persons require assistance with government, the Northern Affairs Officers will assist and, if necessary, make visits to homes.

For further information, contact the nearest office in your vicinity, listed at the back of this guide.

## *Office for Disabled Persons*


The Office for Disabled Persons provides information on programs and services available through various government ministries and from other levels of government and the community.

Qualified personnel will also assist disabled persons and their families in reaching the appropriate ministry/agency.

For more information contact:

Office for Disabled Persons  
3rd Floor, 700 Bay Street  
Toronto, Ontario M5G 1Z6  
(416) 965-3165 (Voice/TDD)  
1-800-387-4456 (Voice/TDD)

## *Office for Senior Citizens' Affairs*



The Office for Senior Citizens' Affairs provides information to senior citizens and promotes recognition of the contributions of seniors to their communities.

For information on programs and services for seniors, please contact:

Office for Senior Citizens' Affairs  
75 College Street, 6th floor  
Queen's Park  
Toronto, Ontario M7A 1N3  
(416) 965-5106 (collect calls accepted)

If writing, please give your telephone number to expedite your request in case of problems.

# GENERAL INQUIRY NUMBERS

## *Ontario Government TDD Numbers*

For additional information on the programs listed in this booklet, or referral to other provincial government programs and services call:

Toronto — Citizens' Inquiry Bureau ....	965-3535
(collect calls accepted)	
Ottawa — Access Ontario .....	566-2721
London .....	679-7000
Sudbury.....	675-4574
Thunder Bay .....	475-1345

From other parts of Ontario, dial zero and ask for Zenith Ontario.

For general information in French on Ontario government programs, call the Office of Franco-phone Affairs at 1-800-268-7507. From area code 807 only, call (416) 965-3865 (collect calls accepted).

A Telecommunications Device for the Deaf, or TDD, is a device that enables deaf and speech impaired people to communicate by telephone. The Visual Ear, the Superprint, the Minicom and the Inteletype are types of Telecommunications Devices for the Deaf.

### **Provincial Government Inquiries:**

Ontario-wide.....	1-800-268-7095
Toronto .....	(416) 965-5130
Ottawa .....	(613) 566-2761
Ministry of the Attorney General	(416) 965-6470
Ministry of Citizenship	
Ontario Human Rights	
Commission .....	(416) 273-6648

# GENERAL INQUIRY NUMBERS

## **Ministry of Community and Social Services**

Barrie .....	(705) 737-1311
Hamilton .....	(416) 521-7303
Kingston.....	(613) 544-5099
London .....	(519) 438-5111
Mississauga .....	(416) 897-3100
North Bay.....	(705) 474-4452
Ottawa .....	(613) 234-9627
Peterborough.....	(705) 743-1624
Sudbury.....	(705) 675-4515
Thunder Bay .....	(807) 475-1345
Toronto .....	(416) 965-1433
Waterloo-Kitchener .....	(519) 886-4700
Windsor .....	(519) 254-1651

## **Ministry of Consumer and Commercial Relations**

Consumer Information Centre .... (416) 963-0808

## **Ministry of Health**

Assistive Devices Program ..... 1-800-268-6023

Human Resources Secretariat.... (416) 965-4343

## **Ministry of Labour**

Handicapped Employment

Program .....

Ontario Human Rights Commission

(Head Office) .....

Office for Disabled Persons..... (416) 965-3165



# GENERAL INQUIRY NUMBERS

## **Ministry of Skills Development**

Ontario Youth Hotline ..... 1-800-387-0743

## **Ministry of Tourism and Recreation**


Travel Information.....(416) 965-6027

## **Ministry of Transportation**

.....(416) 235-4902

# DISTRICT/REGIONAL NUMBERS

## *Ministry of Community and Social Services*



### Northern Ontario Area Offices

Sudbury.....	(705)-675-4515
Thunder Bay .....	(807) 475-1345
North Bay.....	(705) 474-4452

### District Offices

Timmins .....	(705) 267-7901
Sault Ste. Marie.....	(705) 759-8244
Sudbury.....	(705) 675-4515
North Bay.....	(705) 474-3540
Thunder Bay .....	(807) 475-1515
Kenora.....	(807) 468-3056

### Central Ontario Area Offices

Toronto .....	(416) 965-1433
Barrie .....	(705) 897-3100
Mississauga .....	(416) 276-7670

### Southeastern Ontario Area Offices

Kingston.....	(613) 545-0539
Peterborough.....	(705) 743-1624
Ottawa .....	(613) 234-1188

### Southwestern Ontario Area Offices

Hamilton .....	(416) 521-7280
London .....	(519) 438-5111
Waterloo.....	(519) 886-4700
Windsor .....	(519) 254-1651

## *Ministry of Health*



These Ministry of Health Home Care Program offices are responsible for the delivery of acute and chronic home care services, as described on page 20. The offices are also responsible for providing information on the Assistive Devices Program, mentioned on page 37.

For additional information contact your nearest Home Care office:

Belleville.....	(613) 966-3530
Brampton.....	(416) 791-9400

# DISTRICT/REGIONAL NUMBERS

Brantford .....	(519) 759-7752
Brockville .....	(613) 345-0060
Burlington .....	(416) 639-5141
Chatham .....	(519) 351-9780
Clinton .....	(519) 482-3411
Cornwall .....	(613) 933-1375
Fort Frances .....	(807) 274-9384
Guelph .....	(519) 823-2550
Hamilton .....	(416) 523-8600
Huntsville .....	(706) 789-8828
Kenora .....	(807) 468-6740
Kingston .....	(613) 384-7090
Kirkland Lake .....	(705) 567-9355
Lindsay .....	(705) 324-9165
London .....	(519) 663-5410
Midhurst .....	(705) 722-3344
Mississauga .....	(416) 820-3541
Newmarket .....	(416) 895-1240
North Bay .....	(705) 476-1144
Oshawa .....	(416) 723-8531
Ottawa .....	(613) 722-2029
Owen Sound .....	(519) 371-2112
Parry Sound .....	(705) 746-9321
Pembroke .....	(613) 735-4133
Peterborough .....	(705) 743-2212
Sarnia .....	(519) 336-8112
Sault Ste. Marie .....	(705) 949-1650
Simcoe .....	(519) 426-7400

# DISTRICT/REGIONAL NUMBERS

St. Catharines .....	(416) 684-9441
St. Thomas .....	(519) 631-9907
Stratford .....	(519) 273-2010
Sudbury.....	(705) 522-3460
Thunder Bay .....	(807) 623-4977
Timmins .....	(705) 267-1181
Toronto .....	(416) 229-2929
Waterloo.....	(519) 886-8160
Windsor .....	(519) 253-4612
Woodstock .....	(519) 539-1284

If there is not a Home Care office in your area, contact the Ministry of Health, directly, at (416) 963-1360 or (416) 965-1364, or dial "0" ask for Zenith 69100

## *Ministry of Housing Regional Housing Programs Offices*

Hamilton .....	(416) 521-7500
If long distance, dial toll-free 1-800-263-8295	
London .....	(519) 679-7110
If long distance, dial toll-free 1-800-265-4733	
Ottawa .....	(613) 820-8305
If long distance, dial toll-free 1-800-267-6108	
Sudbury .....	(705) 560-6350
If long distance, dial toll-free 1-800-461-1190	
Thunder Bay .....	(807) 475-1465
If long distance, dial toll-free 1-800-465-5015	
Toronto .....	(416) 225-1211
If long distance, ask Operator for Zenith 20450	

## *Ministry of Natural Resources*

Northern Region (Area Code 705)	
Chapleau .....	864-1710
Cochrane .....	272-4365



# DISTRICT/REGIONAL NUMBERS

Gogama .....	894-2000
Hearst .....	362-4346
Kapuskasing.....	335-6191
Swastika (Kirkland Lake).....	642-3222
Moosonee .....	336-2987
Timmins .....	267-7951

## North Central Region (Area Code 807)

Nipigon .....	887-2120
Terrace Bay.....	825-3205
Thunder Bay .....	475-1471

## Northeastern Region (Area Code 705)

Temagami .....	569-3622
North Bay.....	474-5550
Sault Ste. Marie.....	949-1231
Wawa .....	856-2396

## Northwestern Region (Area Code 807)

Dryden.....	223-3341
Fort Frances.....	274-5337
Ignace.....	934-2233
Kenora.....	468-9841
Red Lake .....	727-2253
Sioux Lookout.....	737-1140

## Algonquin Region

### Algonquin Park District

(Whitney) .....	(613) 637-2780
Bancroft .....	(613) 332-3940
Bracebridge .....	(705) 645-8747

# DISTRICT/REGIONAL NUMBERS

Minden .....	(705) 286-1521
Parry Sound .....	(705) 746-4201
Pembroke.....	(613) 732-3661

## Central Region

Cambridge.....	(519) 658-9355
Maple .....	(416) 832-2761
Lindsay .....	(705) 324-6121
Niagara District (Fonthill) .....	(416) 892-2656
Huron District (Midhurst) .....	(705) 728-2900

## Eastern Region (Area Code 613)

Cornwall .....	933-1774
Napanee .....	354-2173
Tweed.....	478-2330
Brockville.....	342-8524
Carleton Place.....	257-5735

## Southwestern Region (Area Code 519)

Chatham.....	354-7340
Simcoe.....	426-7650
Aylmer .....	773-9241
Owen Sound.....	376-3860
Wingham .....	357-3131

## Northern Affairs Officers

### Northeastern Ontario (Area Code 705)

Blind River .....	356-2226
Chapleau .....	864-1515
Cochrane .....	272-4274

*Ministry of  
Northern  
Development  
and Mines*

# DISTRICT/REGIONAL NUMBERS

Elliot Lake .....	848-7133
Espanola.....	869-1532
Hearst .....	362-4358
Iroquois Falls .....	232-4001
Kapuskasing.....	335-6008
Kirkland Lake .....	567-3291
Mindemoya .....	377-5396
Moosonee .....	336-2991
New Liskeard .....	647-7391
North Bay.....	472-3911
Parry Sound .....	746-4296
Sault Ste. Marie.....	254-6623
Sturgeon Falls .....	753-2900
Sudbury.....	675-4451
Timmins .....	267-1401
Wawa .....	856-2354

## Northwestern Ontario (Area Code 807)

Atikokan.....	597-2701
Dryden.....	223-5231
Fort Frances.....	274-5329
Geraldton.....	854-0266
Ignace.....	934-2260
Kenora.....	468-5548
Marathon .....	229-1153
Nipigon .....	887-3230
Rainy River .....	852-3287
Red Lake .....	727-2870
Sioux Lookout.....	737-1318

# DISTRICT/REGIONAL NUMBERS

## *Ministry of Revenue*

Thunder Bay ..... 475-1425

In outlying northern areas, dial zero and ask for  
Zenith 33160 (toll-free).

Toronto ..... 965-8470

Oshawa ..... 433-5155

All other locations in area code

416..... 1-800-263-7700

All locations in area code 807.... 1-800-263-3792

Northern Ontario residents may also contact their  
nearest Northern Affairs Officer. Ask, the opera-  
tor for Zenith 33160

TDD toll-free from anywhere in

Ontario ..... 1-800-263-7776

## *Ministry of Tourism and Recreation*

All Ministry sponsored programs and services are  
delivered through the regional offices located  
across the province. For additional information or  
assistance, contact the regional office nearest you:

### **Northwestern Region (Area Code 807)**

Thunder Bay ..... 475-1255

Kenora..... 468-6481

Fort Frances..... 274-3259

Dryden..... 223-2271

### **Northeastern Region (Area Code 705)**

North Bay..... 474-3821

Sault Ste. Marie..... 942-3751

Sudbury..... 675-4346

Timmins ..... 267-7117



# DISTRICT/REGIONAL NUMBERS

## Eastern Region

Brockville.....	(613) 342-5522
Kingston.....	(613) 547-2235
Ottawa.....	(613) 566-3725
Peterborough.....	(705) 748-3711

## Central Region

Barrie.....	(705) 737-3301
	1-800-461-4499 (toll-free)
Hamilton.....	(416) 521-7244
Huntsville.....	(705) 789-4448
Orillia.....	(705) 325-1363
Owen Sound.....	(519) 376-3875
St. Catharines.....	(416) 688-6472
Toronto.....	(416) 965-0286

## Southwestern Region

Hanover.....	(519) 364-1626
Kitchener.....	(519) 578-3600
London.....	(519) 679-7156
	1-800-265-4730 (toll-free)
Windsor.....	(519) 256-4919
	1-800-265-1330 (toll-free)

## Regional Offices

Hamilton.....	(416) 521-4331
London.....	(519) 663-2423
Ottawa.....	(613) 239-3361
Sudbury.....	(705) 675-9252

*Workers'  
Compensation  
Board of  
Ontario*

# DISTRICT/REGIONAL NUMBERS

Thunder Bay .....(705) 343-1716

## Area Offices

Kitchener .....(519) 576-4130

North Bay.....(705) 267-6427

Windsor .....(519) 256-3461

## Information Offices

Kingston .....(613) 544-9682

St. Catharines .....(416) 937-2020

Sault Ste. Marie.....(705) 942-3002

Timmins .....(705) 267-6427

The Office for Disabled Persons, publisher of this guide, is grateful to the many organizations working with disabled persons for their assistance in distribution of this publication.

For further copies of this guide, which is also available on audio cassette, contact:

Office for Disabled Persons  
3rd Floor, 700 Bay Street  
Toronto, Ontario M5G 1Z6  
(416) 965-3165 (Voice/TDD)  
1-800-387-4456 (Voice/TDD)

Pour obtenir  
la version française  
de ce guide, composez  
1-800-387-4456.  
(voix-A.T.S.)



G U I D E



Ontario

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## Office for Disabled Persons

Remo Mancini, Minister